

CMS: CALL MANAGEMENT SYSTEM

Effective Date: July 1, 2008
Revision Date: March 12, 2009
Version: 001.1
Product Manager: Brett Shaw
Phone: 801-537-9090
E-mail: bshaw@utah.gov

The Department of Technology Services (DTS) Call Management System (CMS) is a contact center application designed to assist agencies management of call-center resources by collecting call center agent information for monitoring and analyzing performance. Contact Center Specialists have access to real-time and historical reports to help them manage effectively by analyzing trends, establishing performance benchmarks and planning customer service initiatives.

DTS has implemented a Centralized CMS (CCMS) platform capable of hosting up to eight physical locations thus eliminating the need for dedicated standalone systems. The CMS is located at the State Office Building and is monitored and maintained by DTS PBX maintenance personnel.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Report Management via Standard Reports	CCMS provide over 200 real-time and historical management reports and extensive historical data storage capabilities.
Real-Time Views	Quickly pinpoint problems across the entire operation and help to reach resolutions in real-time.
High Availability	The High Availability (HA) system provides a fully redundant backup CMS.
Report Functions	The CMS Supervisor enables customers to use a PC to access all the reporting and administrative power of CMS with a familiar graphical user interface in a Microsoft Windows environment.
Instant Alerts/Threshold	The CMS Supervisor has a threshold alerting function that instantly notifies users of important developments in the contact center.
Agent Monitoring	The graphical user interface provides real-time monitoring of agent activity and maintenance using a Microsoft Windows platform.
Automatic Execution of CMS Reports and Tasks	The scripting feature provides automatically scheduled running and printing of reports as well as other scheduled tasks.
Export Data	CCMS makes it easy to export contact center data to other Windows applications by cutting and pasting via the clipboard, exporting to a file,

through optional Open Database Connectivity, or using HTML to post customer results to target Intranets.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Customized Reports	Custom reporting, Report Wizard, and Report Designer are optional features customers can purchase for an additional cost. These features are maintained by the customer and not Avaya-supported.

RATES AND BILLING

DESCRIPTION	SERVICE CODE	AMOUNT	ONE-TIME FEE SERVICE CODE	ONE-TIME FEE AMOUNT
Capitol CMS Split/Skill	CMSplit125	\$125.00 per month	CMSOTCSPLT	\$120.00
HMW CMS Split/Skill	CMSplit125	\$125.00 per month	CMSOTCSPLT	\$120.00
Rampton CMS Split/Skill	CMSplit125	\$125.00 per month	CMSOTCSPLT	\$120.00
Health CMS Split/Skill	CMSplit135	\$135.00 per month	CMSOTCSPLT	\$120.00
DWS CMS Split/Skill	CMSplit20.25	\$20.25 per month	CMSOTCSPLT	\$120.00
Tax CMS Split/Skill	CMSplit45	\$45.00 per month	CMSOTCSPLT	\$120.00
CMS Agent	CMSAgent	\$1.00 per agent per month	CMSOTCAGT	\$8.50 per agent
Split/Skill One-Time Set up Fee	CMSOTCSPLT	\$120.00		
Centre Vu Software Fee	NA	NA	CMSOTCSUP	Contact Voice Planner for Pricing

Note: The customer agency will be responsible for the initial programming costs. Such items will be assessed a onetime charge.

ORDERING AND PROVISIONING

Contact the DTS Customer Support Center, (801) 538 3440 or (800) 678 3440, and request a DTS Voice Planner contact you with information on ordering the CMS service, or you may contact the agency assigned [DTS Customer Relationship Manager](#).

DTS RESPONSIBILITIES

DTS will be responsible for all costs to the vendor associated with the purchase, installation, and maintenance of the necessary equipment and software to provide CMS functions.

AGENCY RESPONSIBILITIES

Consult the agency assigned DTS Voice Planner as necessary for CMS application requests and modifications.

Submit CMS changes and modification requests to the DTS Orderbox: itsorderbox@utah.gov

Notify DTS Customer Support Center of any problems by calling (801)538-3440 or (800)678-3440.

Review monthly billing for accuracy and completeness.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied